

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Labor Commission	Application Services	Dustin Crump	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	James Stearns	0 0	1 1	1 1
		Julie VanBeekum	0 0	2 2	2 2
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	4 4	4 4
	Metro A Desktop Support	Burton Brown	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0
		Nancy Hachmeister	1 0	32 7	33 7
		Rodney Austin	0 0	8 0	8 0

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

			High	Low	FCR Total	
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	1 0	42 7	43 7	
	Metro A Help Desk	Cindy Schroeder	0 0	1 1	1 1	
		Ed Conrad	0 0	1 1	1 1	
		Liz Evans	0 0	5 4	5 4	
		Assigned to Individual Total	0 0	7 6	7 6	
	Metro A Hosting	Keith Scholl	0 0	1 0	1 0	
		Tom Carney	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	2 0	2 0	
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	1 0	1 0	
	Assigned Group Total		1 0	58 17	59 17	
	Customer Company Total			1 0	58 17	59 17

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Labor Commission	Application Services	Dustin Crump	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	2 0	2 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0
		Nancy Hachmeister	1 0	32 0	33 0
		Rodney Austin	0 0	8 0	8 0

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

			High	Low	MIR Total
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	1 0	42 0	43 0
	Metro A Help Desk	Cindy Schroeder	0 0	1 0	1 0
		Ed Conrad	0 0	1 0	1 0
		Liz Evans	0 0	5 0	5 0
		Assigned to Individual Total	0 0	7 0	7 0
	Metro A Hosting	Keith Scholl	0 0	1 0	1 0
		Tom Carney	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	58 0	59 0
Customer Company Total			1 0	58 0	59 0

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	1 0.16	1 0.16
		Tony Larsen	0 0.00	1 0.99	1 0.99
		Assigned to Individual Total	0 0.00	2 0.58	2 0.58
	Help Desk	James Stearns	0 0.00	1 0.07	1 0.07
		Julie VanBeekum	0 0.00	2 0.00	2 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.02	4 0.02
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.42	1 0.42
		Edward Fortner	0 0.00	1 0.08	1 0.08
		Nancy Hachmeister	1 0.00	32 0.12	33 0.11
		Rodney Austin	0 0.00	8 0.08	8 0.08

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

			High	Low	ATTIR Total
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	1 0.00	42 0.12	43 0.11
	Metro A Help Desk	Cindy Schroeder	0 0.00	1 0.00	1 0.00
		Ed Conrad	0 0.00	1 0.00	1 0.00
		Liz Evans	0 0.00	5 0.03	5 0.03
		Assigned to Individual Total	0 0.00	7 0.02	7 0.02
	Metro A Hosting	Keith Scholl	0 0.00	1 0.21	1 0.21
		Tom Carney	0 0.00	1 0.37	1 0.37
		Assigned to Individual Total	0 0.00	2 0.29	2 0.29
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.23	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	1 0.23
	Assigned Group Total		1 0.00	58 0.12	59 0.12
Customer Company Total			1 0.00	58 0.12	59 0.12

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Labor Commission	Application Services	Dustin Crump	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	2 0	2 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0
		Nancy Hachmeister	1 0	32 0	33 0
		Rodney Austin	0 0	8 0	8 0

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

			High	Low	MR Total
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	10	420	430
	Metro A Help Desk	Cindy Schroeder	00	10	10
		Ed Conrad	00	10	10
		Liz Evans	00	50	50
		Assigned to Individual Total	00	70	70
	Metro A Hosting	Keith Scholl	00	10	10
		Tom Carney	00	10	10
		Assigned to Individual Total	00	20	20
	Voice Operations	Romanza Hamblin Sorensen	00	10	10
		Assigned to Individual Total	00	10	10
	Assigned Group Total		10	580	590
Customer Company Total			10	580	590

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	1 0.20	1 0.20
		Tony Larsen	0 0.00	1 0.99	1 0.99
		Assigned to Individual Total	0 0.00	2 0.60	2 0.60
	Help Desk	James Stearns	0 0.00	1 0.07	1 0.07
		Julie VanBeekum	0 0.00	2 0.00	2 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.02	4 0.02
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.42	1 0.42
		Edward Fortner	0 0.00	1 0.08	1 0.08
		Nancy Hachmeister	1 0.30	32 0.33	33 0.33
		Rodney Austin	0 0.00	8 1.25	8 1.25

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

			High	Low	ATTR Total
Labor Commission	Metro A Desktop Support	Assigned to Individual Total	1 0.30	42 0.50	43 0.50
	Metro A Help Desk	Cindy Schroeder	0 0.00	1 0.15	1 0.15
		Ed Conrad	0 0.00	1 0.00	1 0.00
		Liz Evans	0 0.00	5 0.11	5 0.11
		Assigned to Individual Total	0 0.00	7 0.10	7 0.10
	Metro A Hosting	Keith Scholl	0 0.00	1 0.57	1 0.57
		Tom Carney	0 0.00	1 1.52	1 1.52
		Assigned to Individual Total	0 0.00	2 1.04	2 1.04
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.24	1 0.24
		Assigned to Individual Total	0 0.00	1 0.24	1 0.24
	Assigned Group Total		1 0.30	58 0.44	59 0.43
	Customer Company Total			1 0.30	58 0.44

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

Detail

INC000000507541	Tracy Payne	PC/Laptop	None	None		TIR Missed: No	0.42
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.43
INC000000507637	Jennifer Roundy	PC/Laptop	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.12
INC000000507975	Jamie Kittrell	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000508393	Kenney Christensen	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.40
INC000000508523	Harold Stephens	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No	0.07
INC000000509559	Donald Walker	Application	Error	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000509754	Elena Bensor	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.16
	Application Services	Dustin Crump	Labor Commission	Low	Closed	TTR Missed: No	0.20
INC000000510886	Deedee Brunatti	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000511073	Debbie King	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000511226	Rosalee Oakeson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.24
INC000000511792	Sherrie Hayashi	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	High	Closed	TTR Missed: No	0.30
INC000000511846	Bill Southwick	Network	Performance	Novell eDirectory		TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000511960	Kenney Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.64
INC000000512600	Mark Leblanc	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000512639	Carol Welborn	Network	Performance	Novell eDirectory		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.89
INC000000512739	Donald Walker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.15

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

INC000000512819	Jennifer Roundy	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000512852	Heather Gunnarson	None	None	None		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.14
INC000000512872	William Adams Jr	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000512951	Lib Montoya	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000513325	Lib Montoya	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.13
INC000000514141	Alicia Zavala-Lopez	Application	Error	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000514193	Bobbi Smith	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000514198	Monica Smith-Austen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000514268	Andy Gonzalez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.21
INC000000514585	Linda Duvall	Server	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	3.16
INC000000515110	Lib Montoya	PC/Laptop	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.49
INC000000515121	Lib Montoya	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000515169	Lib Montoya	Application	Error	Novell GroupWise		TIR Missed: No	0.65
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.73
INC000000515278	Jennifer Roundy	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed: No	0.24
INC000000515424	Nicole Nguyen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.42
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.66
INC000000515443	Amra Ferhatbegovic	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	3.81
INC000000515733	Rosalee Oakeson	Application	Error	None		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.34

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

INC000000515958	Tonya Gallegos	Application	None	None		TIR Missed: No	0.42
	Metro A Desktop Support	Burton Brown	Labor Commission	Low	Closed	TTR Missed: No	0.42
INC000000516438	Edward Denning	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000516575	Eddie Denning	Network	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.99
INC000000517117	Gina Spjut	Application	None	None		TIR Missed: No	0.21
	Metro A Hosting	Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	0.57
INC000000517576	Kerry Chlarson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.01
INC000000517790	Kerry Chlarson	Network	Password	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.32
INC000000518131	Alan L Hennebold	PC/Laptop	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.29
INC000000518523	David E Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000519797	Tonya Gallegos	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.13
INC000000520197	Andy Gonzalez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.17
INC000000521044	Alicia Zavala-Lopez	PC/Laptop	Performance	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.81
INC000000521519	Bobbi Smith	None	None	None		TIR Missed: No	0.37
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	1.52
INC000000521860	Carol Welborn	Application	None	Novell GroupWise		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.07
INC000000521897	Monica Schmidt	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521899	Monica Schmidt	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521967	Karla Rush	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522034	Donald Walker	Application	None	Novell GroupWise		TIR Missed: No	0.99
	Application Services	Tony Larsen	Labor Commission	Low	Resolved	TTR Missed: No	0.99

Enterprise Incident Report May 2012

As of 6/4/2012

Labor Commission

INC000000522500	Eric Larsen	PC/Laptop	Performance	None		TIR Missed: No	0.15
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.92
INC000000522735	Alicia Zavala-Lopez	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.11
INC000000523111	David Lamb	Application	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.67
INC000000523525	Karla Rush	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523528	Colleen Trayner	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523607	Jennifer Roundy	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.03
INC000000523612	Shaheen Safiullah	PC/Laptop	Password	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.12
INC000000524866	Debbie King	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	0.08
INC000000525069	Donald Walker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.15